



# COUNTY OF LOS ANGELES

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To: Supervisor Michael D. Antonovich, Mayor  
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From: Jon W. Fullinwider  
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Dave Lambertson, Director  
Internal Services Department

Dr. Bruce A. Chernof, Director and Medical Officer  
Department of Health Services

Subject: **TELEPHONE SYSTEM SELECTION -- LAC/USC REPLACEMENT FACILITY**

On September 14, 2006, we submitted the 'Report on VoIP at the LAC/USC Replacement Facility' to your Board. The report discussed the viability of using VoIP technology in the LAC/USC Replacement Facility. In the report, we stated that within two months we would have a consultant review and validate the data network design and finalize our recommendations on the telephone system and related support.

ISD engaged Western Telecommunications Consulting (WTC), to validate the design for the data network for the Replacement Facility and to review the options for the telephone system. This was an important step since data network integrity and reliability is a critical success factor for IP telephony as well as to support the business practices (e.g., electronic medical records) planned by DHS. WTC's major findings and conclusions are:

- Overall, the planned data network design was appropriate.
- There were some areas where building infrastructure enhancements could be made to further strengthen the redundancy and resiliency of the network. DHS will work with Public Works to address these issues.
- VoIP was a viable solution as long as steps were taken to ensure technical staff were trained and day two support was in place.

It was determined by DHS, with concurrence from ISD and CIO, that the Cisco VoIP system with a NEC PBX as back-up would be the recommendation that would meet the immediate and future requirements of the LAC/USC Medical Center.

In addition, DHS must develop a plan and identify related resources for the ongoing support requirements for the data network and telephone system once the hospital is opened. They are currently working with ISD to engage a consultant to assist in developing an RFP to contract for these services. As mentioned previously, ongoing data network support is critical to the success of the replacement facility regardless of the telephony solution implemented.

To meet the hospital opening deadlines, we are proceeding with the procurement of the equipment and services required for the installation of the data network, and the Cisco VoIP phone system and the appropriate analog based back-up phone system. Concurrently, as indicated above, DHS is working with ISD to pursue contracting for ongoing support and management (day two and beyond) of the data network and telephone systems.

We recognize that proceeding with this solution at the replacement facility does not supersede the requirements for the Board's approval of a County-wide standard related to VoIP as a strategy and Cisco as the baseline equipment.

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c: David E. Janssen, Chief Administrative Officer